

# Welcome



## Who We Are

We understand that the decision to enter therapy can be a difficult one and that many factors must be weighed in the process. We are committed to being responsive to those who have the courage to seek help. We, at Womencare, believe that change occurs as part of a collaborative process between client and therapist, and that it is through change that we can develop healthy relationships with others and ourselves.

Laurie Kahn founded Womencare Counseling in 1978 with the goal of providing comprehensive counseling services to women, their partners, their friends, and their families. A wide range of services and therapeutic opportunities for people of all ages and genders are available at our center. We offer individual, couple, and family therapy, as well as on-going and time-limited groups for women, men, and adolescents. Our therapists also facilitate professional seminars, consultation groups, and supervision programs and provide individual consultation to therapists.

We look forward to working with you.

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## Voice Mail

Womencare has a 24-hour voice mail system that you can use to leave a confidential message for your therapist at any time by dialing our office number, (847) 475-7003, and selecting your therapist's extension. The mailboxes are kept completely confidential and are checked regularly to ensure a timely response. We return all phone calls within 24 hours of receiving them, unless otherwise indicated on your therapist's outgoing voicemail message.

## Cancellation & Termination Policy

We understand that circumstances do not always permit clients to keep every appointment; however, cancellations are only honored when made at least 24 hours before the scheduled appointment. Clients will be charged the full session fee for appointments canceled without notice. If unusual circumstances force you to cancel less than 24 hours before a session, discuss the situation with your therapist.

Womencare asks that you give two weeks notice before the termination of counseling. We feel that this period is important for proper closure to the therapeutic relationship for both the therapist and the client(s).

## Fee Policy

Womencare uses a sliding scale fee policy for out of network services. Clients are responsible for re-negotiating fees when significant changes in income occur. For clients using their insurance, fees are established by the insurance company. The established fee is paid at the end of each session unless an alternative arrangement is agreed upon. We request that, whenever possible, fees be paid by check, debit card or credit card. We do not have change available for payments made in cash. Clients may miss a maximum of three appointments per year without paying, provided at least 24 hours notice is given.

## Billing Procedures

Please note that your fee is due at the end of each session, regardless of insurance or flexible spending reimbursement. It is your responsibility to check with your insurance company to determine your mental health benefits and eligibility for reimbursement. Once a month you will receive a statement for all services rendered in the prior month.

*Out of Network:* Womencare does not submit bills, statements, or paperwork to insurance companies. We do not accept payments that are made by an insurance company. If you would like to try to submit your billing statement to your insurance company or to your flexible spending account, please inform your therapist.

*In Network:* Some Womencare therapists are paneled with BlueCross BlueShield of Illinois PPO and/or Northwestern University's student health insurance, Aetna. If your therapist is in network with your insurance provider, Womencare will submit bills to your insurance company. You will be responsible for paying your deductible, copay, or coinsurance, as determined by your insurance company. If you are planning to use your insurance, please inform your therapist.

## Confidentiality

Womencare holds the policy of confidentiality in high regard. We follow the guidelines of all state and federal laws and abide by the confidentiality policy of the American Counseling Association and the Illinois Department of Financial & Professional Regulation. All matters are kept strictly confidential and can only be released through channels approved by law and/or professional ethics, or with the client's permission. Please see our *Notice of Privacy Practices* for more information.

The limits of confidentiality are such that the client's records and/or therapist may be subpoenaed by a court of law. In addition, the law requires that any person who poses a physical danger to self or others must receive necessary help, even if confidentiality must be violated in the process.

I, \_\_\_\_\_, have received a copy of this notice on \_\_\_\_\_.  
Please print full legal name Today's date

Signed: \_\_\_\_\_